Online Renewal & Direct Debit User Guide – how to renew your registration online & set up a Direct Debit

Welcome to the Gas Safe Register online renewal and Direct Debit user guide. This user guide has been created to help you understand the following:

- **How to renew your registration online**
- **How to set up a Direct Debit**
- **How to request a new User ID and Password if you have forgotten it**

How to renew your registration online

You will need an online account to renew your registration online. If you don't have an online account we can help you set one up. Call us on 0800 408 5577.

If you would like to pay your renewal fee by Direct Debit you MUST set a Direct Debit up first and make sure you have updated your business details (instructions on this are in the Direct Debit section below). You will not need to select the 'make payment to renew' option as this will be done automatically.

The 'Renew' option will only be visible in the left hand menu in the 8 weeks before your registration expires.

To renew your registration online follow the steps below:

1. Visit www.GasSafeRegister.co.uk/renewals and click on the button 'Renew Registration Now'

2. Log in to your online account with your User ID and Password. If you have forgotten these then follow the online instructions or see below.

3. Check that **ALL** the details for your business are correct. You have 2 options:

    - If you need to make changes then click on 'Update Details'. **Please note**: once you have updated your details in the registration summary section you will need to click back on the 'Renew' tab in the left-hand menu to complete your renewal and make payment. (Further information on updating your details is provided in the next section)

    - If the details for your business are correct and you don't need to make any changes click on 'Make Payment to Renew'

4. You will be provided with a summary and the amount you will need to pay. Click on 'Continue' and you will be taken to the card payment screen where you'll need to provide your details.

5. You will receive email confirmation that your registration has been renewed. We will also send you another email to let you know when your registration pack has been posted.

Please note: If you are an existing Direct Debit customer your registration will be renewed automatically. You **must** make sure that your business details are up to date six weeks before your registration is due to expire. To update your details follow steps 1 – 2 above then click on 'Update Details' and make sure that you submit these changes. If you have no changes to make then you don't need to do anything.

How to update your business details when you renew online

If you need to update your business details when you renew your registration click on 'Update Details' and follow the instructions below:

- Click on ‘View/Amend Details’. Once you have made the changes on the page you will need to click on ‘Submit’ at the bottom of the page.

- To update your engineer details for renewing your registration you have 3 options:

    1. To add an engineer click on ‘Add Engineer’ and follow the online instructions.

    2. To remove an engineer/change an engineer’s details click on ‘View/Amend Details’ and follow the online instructions.

    3. If you don’t want to renew an engineer but would like them to carry out gas work until your registration expires then you need to remove the tick from ‘renew next year’ and you won’t be charged for the engineer.

Please note: Once you have updated these details you will need to return to the ‘Renew Registration’ page and click on ‘Make Payment to Renew’.

How to set up a Direct Debit

Setting up a Direct Debit is the easiest way to manage your registration and it’s a convenient way to pay as payments will be taken automatically. To pay your renewal by Direct Debit you must make sure that you set up your Direct Debit six weeks before your registration is due to expire.

To set up your Direct Debit follow the steps below:

- Visit www.GasSafeRegister.co.uk/directdebit and click on the button ‘Set up your Direct Debit now’

- Log in to your online account with your User ID and Password. If you have forgotten these then follow the online instructions or see below.

- Make sure that you read **ALL** of the instructions on the Direct Debit information page and you have the information you need to set up a Direct Debit. Decide how you would like to pay your renewal fee (one off payment or 10 monthly payments).

- Click on the button ‘Set up your Direct Debit now’.

- You will be taken to the set up Direct Debit page. Select if you would like to pay your renewal fee in a one off payment or 10 monthly payments.

- Make sure you make a note of the registered business number and the Direct Debit unique number at the bottom of the page then click on ‘Set Up Direct Debit’

- You will need to read the information on the pages and follow the online instructions.

- Once you have submitted your details you will receive an email acknowledging your Direct Debit application to the email address you provided.

- As soon as your Direct Debit application has been approved you will receive an email from the Gas Safe Register finance team.

How do I request a new User ID & Password if I have forgotten it?

If you have forgotten your log in details then you can follow the steps below:

1. If you have forgotten your Password click on ‘Forgotten Password’, enter the details required and click on ‘Submit’. Your new Password will be emailed to you. Once you have logged in, you can change your Password in the ‘Security Maintenance’ section.

2. If you have forgotten your User ID and Password click on ‘Forgotten User ID & Password’ enter your business registration number and click on ‘Submit’. Your user ID and Password will be emailed to the **responsible person** for your business.